

RAPID UPDATE

FROM: Maserati TSO

TO: Maserati Network

**Maserati**

PERSONAL SERVICE LAB

MASTERS OF CARE

Rapid Update 658/669

Maserati Granturismo – Replacement of air springs

Clarifications to the technical cycle



DATE: OCTOBER 11 2023

As previously communicated with **MAS003733** and **MAS003789**, several Maserati Granturismo were subjected to the two **Rapid Updates 658 & 669** for the replacement of the front shock absorbers.

These actions were necessary due to a construction issue where the installed components could develop problems, leading to air leaks in the suspension circuit and subsequently causing the vehicle height to lower. The described anomaly only occurs under specific conditions, specifically during a maneuver where the steering wheel is rotated completely from one end of the course to the other (a lock-to-lock maneuver). It's important to note that when the steering wheel is returned to the central position, the air springs regain the correct position. This problem is only encountered when the vehicle is stationary or at very low speeds, and in any case, never while in motion.

Following the replacement of the air springs as prescribed in **Rapid Update 658 & 669**, we observed a limited number of recurrences whereby after a test with a lock-to-lock maneuver, the car showed a lowering. In all registered cases, the PNs 670303906 and 670303902 with blue markings were used (which we will define as "old"). From the end of August, the parts 670309018 and 670309015 (which we will define as "new") are also available. Although the "new" and "old" parts are technically equivalent, no recurrences have been found on the new components. Therefore:

- We ask you to carry out the **Lock-to-Lock cycle** described in this bulletin every time the action (RU 658/669) is carried out to certify the outcome of the processing.
- We ask you to use only and exclusively components defined as "new" (PN 670309018 and 670309015).
- If you have any of the "old" (PN 670303906 and 670303902) in stock. We ask that you scrap them per the procedures mentioned in this bulletin. The cost of the component will be refunded by opening a Claim on Modis with the reason "Replacement Shock Absorber campaign". **See page 3 for details.**
- For cars already registered and delivered to the end customer, for which no anomaly has been found, no further action is required unless there is a specific complaint.

Please read and review this bulletin first before ordering parts and/or starting the procedure.

Contact your Regional AfterSales Manager (RAM) or the Technical Support Helpdesk if you have any questions. (Maseratitechsupport@maserati.com)

Operating Procedure – Lock-to-Lock cycle

1. Carry out the check on every vehicle that has had its shock absorbers worked on or replaced (including RU 658 and 669).

To simulate a probative test situation, the lock-to-lock maneuver must be performed in the morning after leaving the vehicle parked overnight.

2. Carry out a "Lock to Lock" maneuver. Starting with the steering wheel centered and wheels pointing straight ahead. Then turn the steering wheel completely to the right until reaching the end of its travel. Wait 30 seconds (while visually monitoring ride height) and repeat the operation by turning the steering wheel all the way to the left, always reaching the end of its travel.

NOTE: A video labeled "lock_to_lock.mp4" demonstrating the procedure is included with this bulletin attached separately in MODIS.

3. Make sure the vehicle has not sagged, which is a sign that the shock absorbers have deflated.



Start with the wheels pointing straight Turn the wheels fully locked to the Right Turn the wheels fully locked to the Left

4. Repeat the test at least 3-4 times.

5. INSPECTION RESULTS:

- **OK ► NO lowering of the vehicle occurred**, the procedure is finished. No further action needed.
- **NOT OK ► Lowering of the vehicle occurred**. Both front shocks will need to be replaced using the "new" PN's. **Open BOL as "FACTORY INFORMATION" attach a video and pictures of the parts label and blue mark, and await further instructions.**

Important: Perform the Lock-to-Lock maneuver again, after replacement with the new PN's.

6. Procedure complete.

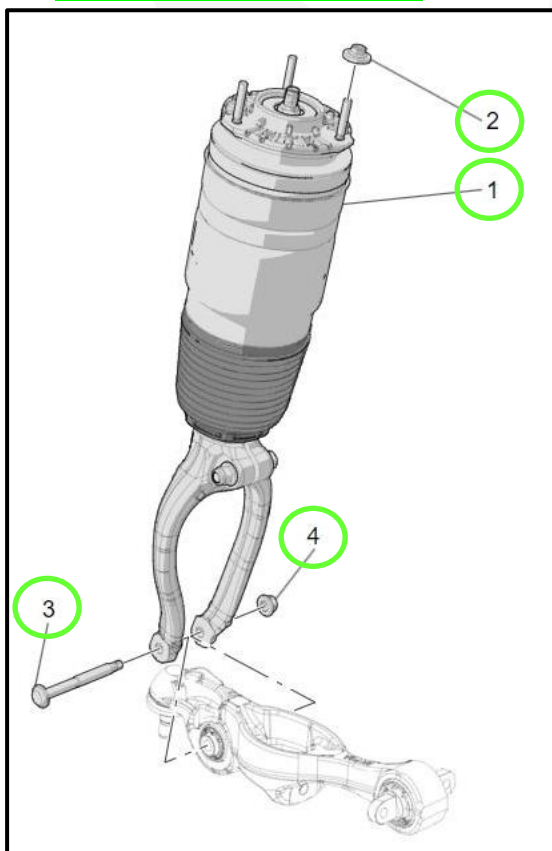
Spare Parts

NOTE: In addition to replacing the shocks, new hardware will also need to be replaced per RU 658/669.

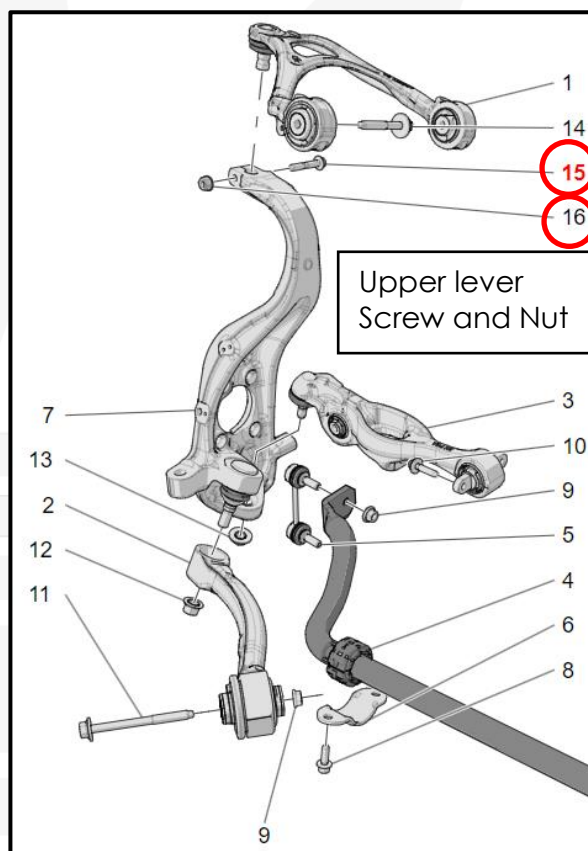
Please order the following "new" PNs:

SPARE PARTS TABLE (M189)	Pos	PN	QTY
RH FRONT SHOCK ABSORBER	1	670309018	1
LH FRONT SHOCK ABSORBER	1	670309015	1
Shock absorber upper nuts	2	675001506	6
Shock absorber retaining screw	3	670159150	2
Shock absorber nut	4	675001189	2

Components to be replaced



Components NOT to be replaced



Spare part return process and warranty claim

For parts not installed: Enter a claim in Modis Spare Parts returns with code 36 improperly machined, (670303906 and 670303902) providing pictures of the parts in stock, packaging, and labels.

For parts installed: Follow the warranty claim process.